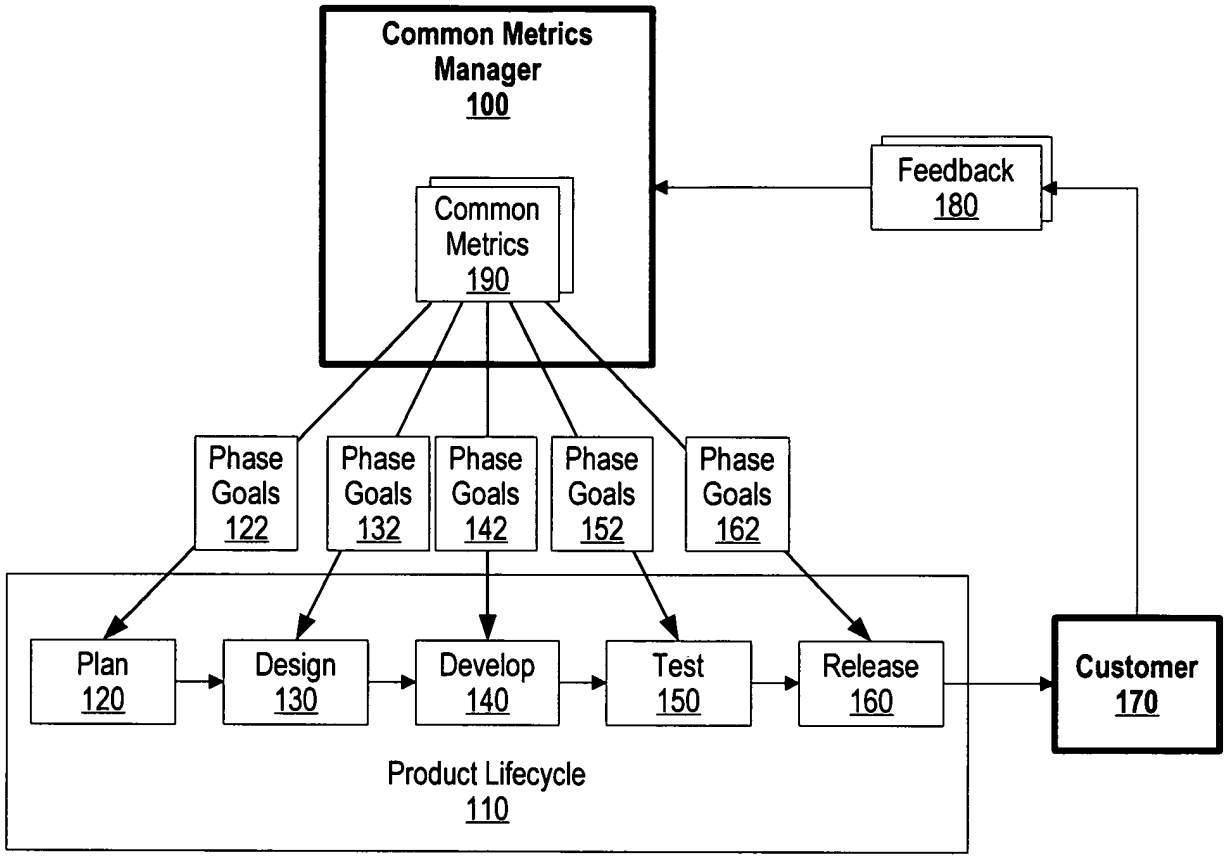
Common Metrics Manager 100
Common Metrics 190
Feedback 180
Phase Goals 122
Phase Goals 132
Phase Goals 142
Phase Goals 152
Phase Goals 162
Plan 120
Design 130
Develop 140
Test 150
Release 160
Product Lifecycle 110
Customer 170

Figure 1

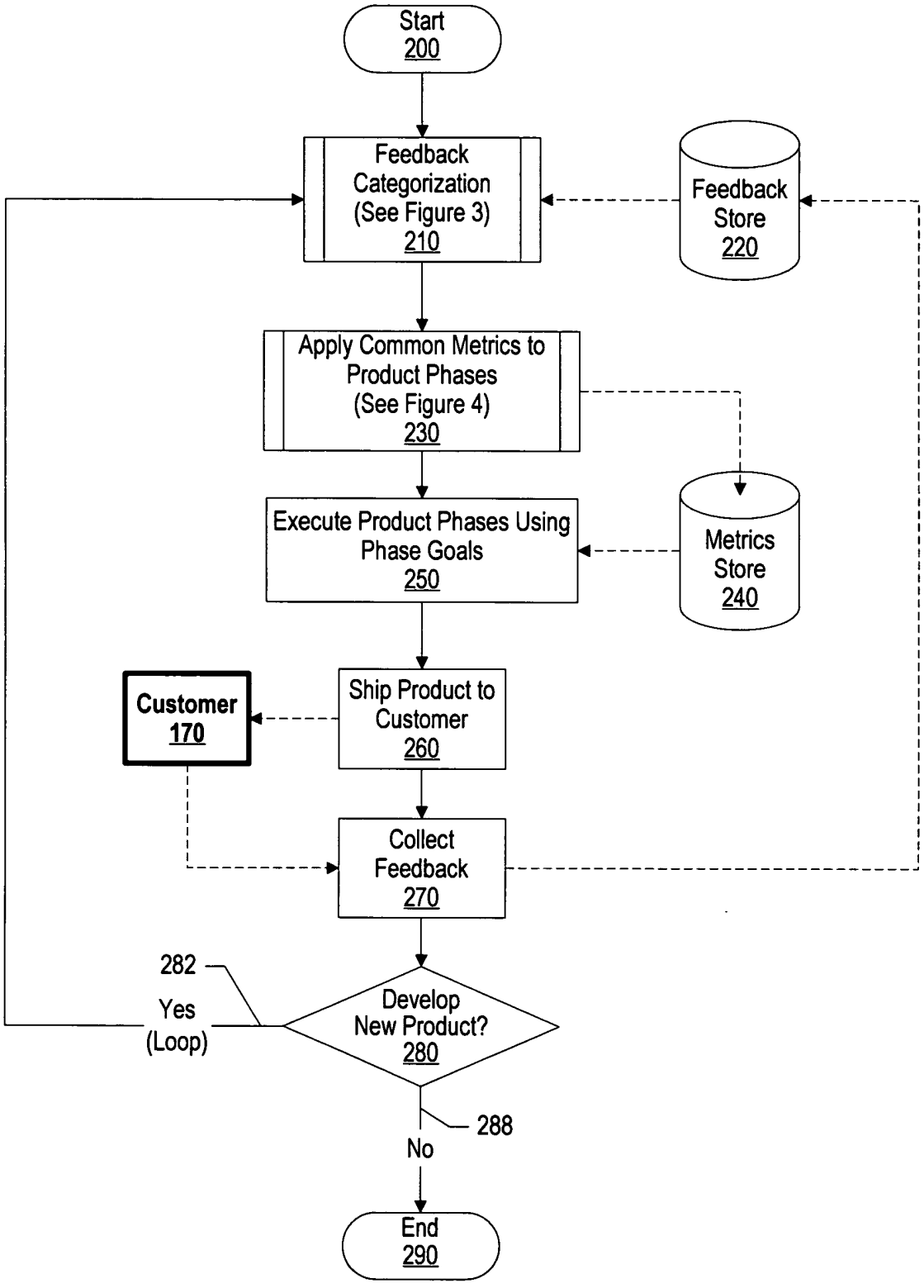
Start
200
Feedback Categorization (See Figure 3)
210
Feedback Store
220
Apply Common Metrics to Product Phases (See Figure 4)
230
Execute Product Phases Using Phase Goals
250
Metrics Store
240
Customer
170
Ship Product to Customer
260
Collect Feedback
270
282
Yes
(Loop)
Develop New Product?
280
288
No
End
290

Figure 2

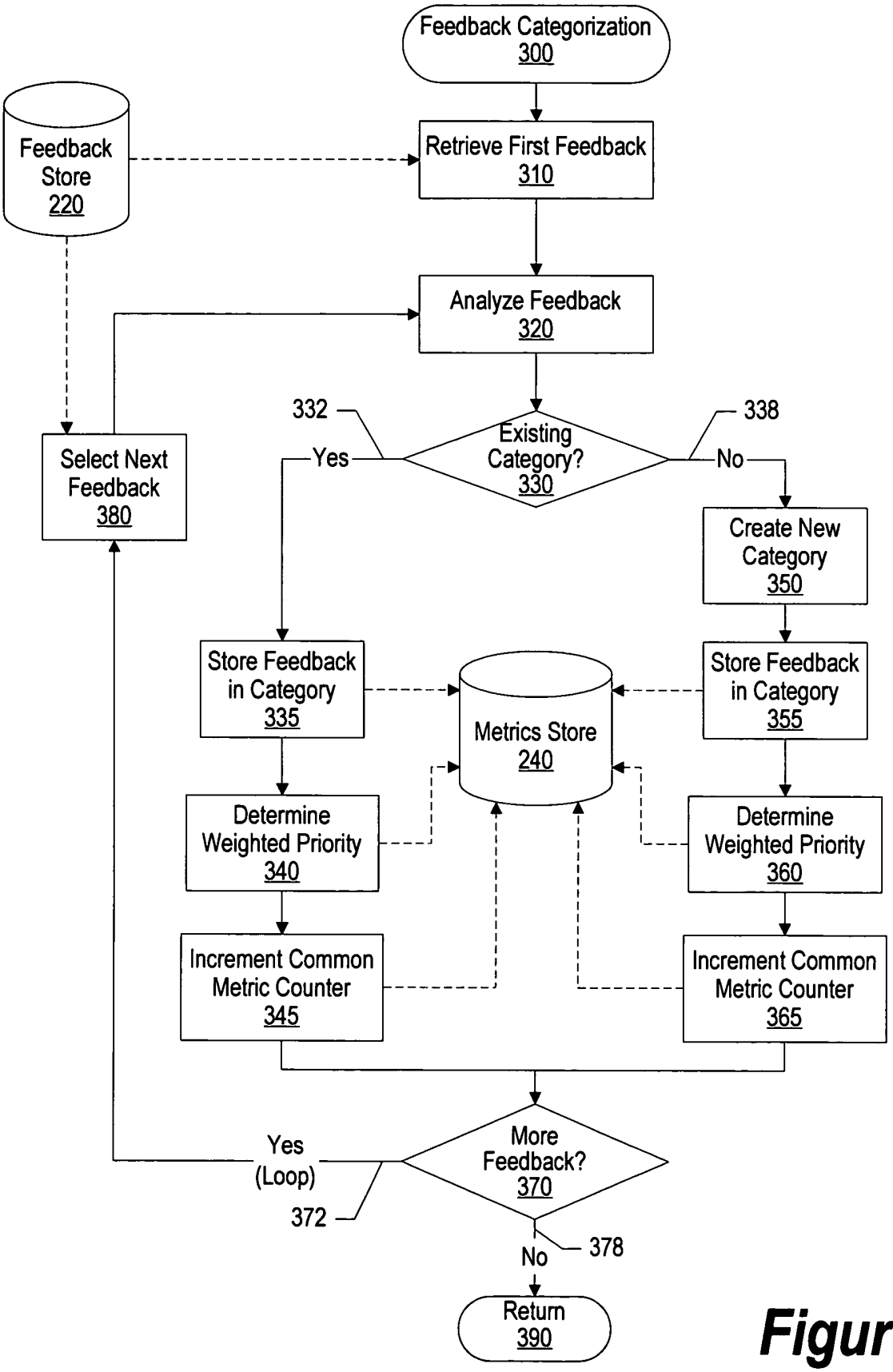
Feedback Categorization
300
Feedback Store
220
Retrieve First Feedback
310
Analyze Feedback
320
332
Existing Category?
330
338
Yes
No
Select Next Feedback
380
Create New Category
350
Store Feedback in Category
335
Metrics Store
240
Store Feedback in Category
355
Determine Weighted Priority
340
Determine Weighted Priority
360
Increment Common Metric Counter
345
Increment Common Metric Counter
365
More Feedback?
370
Yes
(Loop)
372
No
378
Return
390

Figure 3

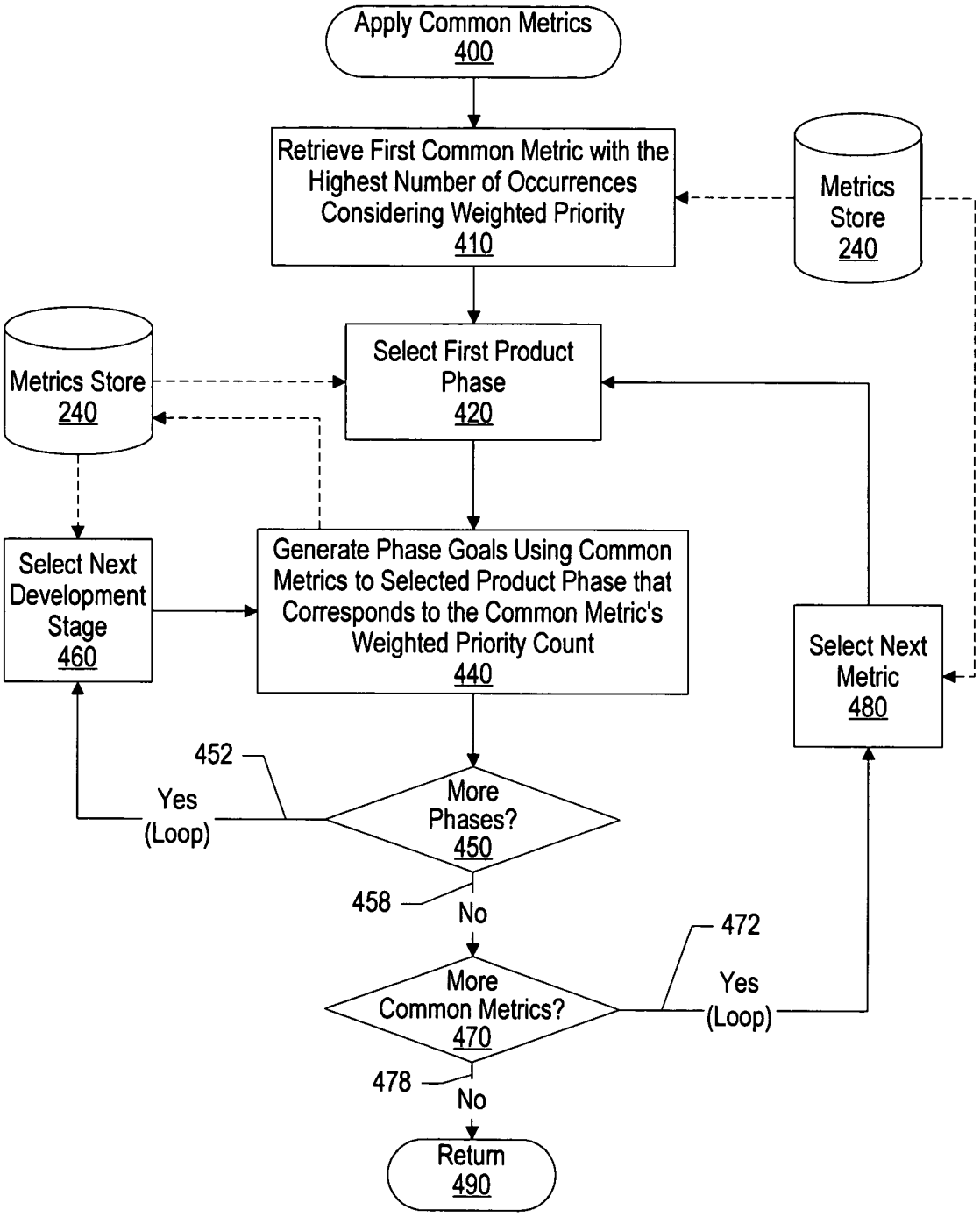
Apply Common Metrics
400
Retrieve First Common Metric with the Highest Number of Occurrences Considering Weighted Priority
410
Metrics Store
240
Metrics Store
240
Select First Product Phase
420
Select Next Development Stage
460
Generate Phase Goals Using Common Metrics to Selected Product Phase that Corresponds to the Common Metric's Weighted Priority Count
440
Select Next Metric
480
452
Yes
(Loop)
More Phases?
450
458
No
472
More Common Metrics?
470
Yes
(Loop)
478
No
Return
490

Figure 4

500

	505 COMMON METRICS	510 WEIGHTED PRIORITY COUNT
512	Capability	120
514	Usability	90
516	Performance	80
518	Reliability	70
520	Installability	60
522	Maintainability	50
524	Documentation	40
526	Serviceability	30

Figure 5A

530

	535 COMMON METRICS	PRODUCT PHASE GOALS 540 PLAN	550 DESIGN	560 DEVELOP	570 TEST	580 RELEASE
582	Capability	12	12	12	12	12
584	Usability	9	9	9	9	9
586	Performance	8	8	8	8	8
588	Reliability	7	7	7	7	7
590	Installability	6	6	6	6	6
592	Maintainability	5	5	5	5	5
594	Documentation	4	4	4	4	4
596	Serviceability	3	3	3	3	3

Figure 5B

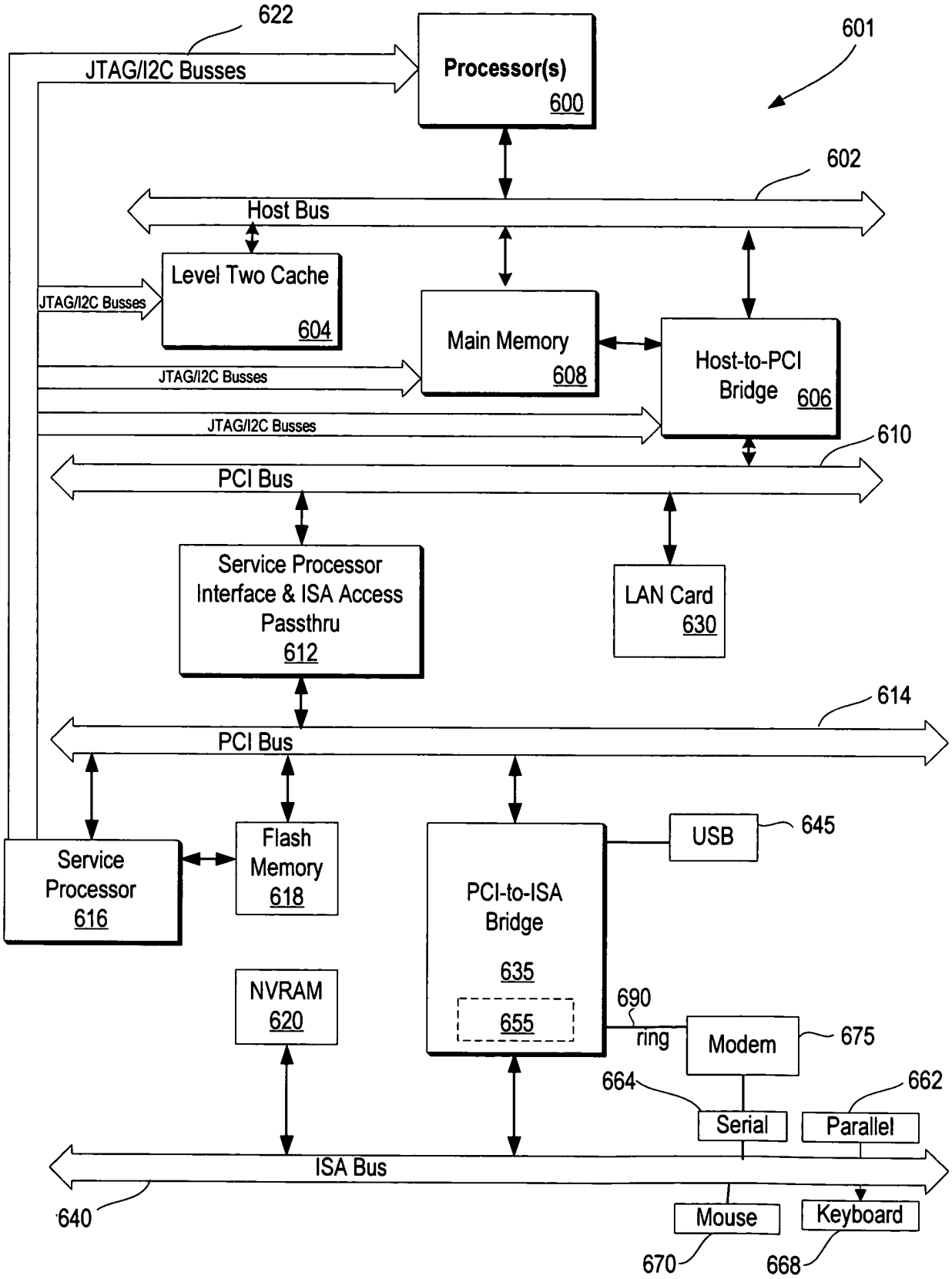
622
JTAG/I2C Busses
Processor(s)
600
601
602
Host Bus
Level Two Cache
604
JTAG/I2C Busses
Main Memory
608
Host-to-PCI
Bridge 606
JTAG/I2C Busses
JTAG/I2C Busses
610
PCI Bus
Service Processor
Interface & ISA Access
Passthru
612
LAN Card
630
614
PCI Bus
Service
Processor
616
Flash
Memory
618
PCI-to-ISA
Bridge
635
655
USB
645
NVRAM
620
690
ring
Modem
675
664
662
Serial
Parallel
ISA Bus
640
Mouse
Keyboard
670
668

Figure 6